Medical Dispatch 4

User Manual

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MED MEDIA
First Aid For Data Collection

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System Requirements for Medical Dispatch 4

Server Requirements (minimum)

*Windows XP Professional, Vista Business, Vista Ultimate, Vista Enterprise, or Server2003

AND

*MS SQL SERVER 2005

WITH

*500MB Available Hard Disk Space
*1GB RAM
*Internet Connection

Workstation Requirements (minimum)

*Windows XP Professional, Vista Business, Vista Ultimate, or Vista Enterprise

AND

*200MB Available Hard Disk Space
*512MB RAM

LAYOUT OF WINDOWS

Window Manipulation

Users are able to customize their windows to show different windows. Five windows are available for users to modify in ways to maximize their needs. Windows are able to be shown or hidden, maximized, or snapped into places.
Available windows are:

- -Calls (Transports)
- -Trip Calendar
- -Inservice Units
- -Unit Scheduler
- -Selected Call Info

There must be at least one window visible at all times.

Users can click the top of each window and drag it into various postions. When being dragged to an appropriate position, the window will show a gray outlined box of where it will snap to. If in the gray box is not shown, it is unable to be snapped in that position. If the window is left there, it will be a free-floating window.

Windows are also able to shown in a tab-like format. Simply drag the new window over the current window until the gray box appears. The gray box will show the tabbed outline.

To remove a window, click the Red X in the top right of the window. If the window is in a tabbed view, users must click the window and drag it out of the tabbed view so that the red X will appear. Click the red X to remove the window.

FIELDS

TASKS

CALENDAR:
Starting from the top left, users are able to select the Calendar. This enables users to look for future schedule Calls.

NEW CALL:
This selection allows the user to input a new non-emergency call for a patient transfer. The user can also access this quickly by using the keyboard shortcut **F2**.

QUICK CALL:
This selection allows the user to input a new emergency call for a patient transfer. The user can also access this quickly by using a keyboard shortcut **CTRL-F2**.

NEW WINDOWS

TRIP CALENDAR

Users can utilize this selection to view scheduled calls for any particular day.

CALLS
This selection shows the calls for the selected day. Dispatchers are able to perform the necessary tasks to dispatch and cancel any pending calls from this screen. (This is the bottom half of the screen shot titled “Home Screen”).

INSERVICE UNITS
Inservice Units enable users to control the units of the company. Users are able to “activate” or “deactivate” units as needed. (This is the top left window in the “Home Screen”.) *Optional: Units are able to be paged via the paging system via the Inservice Units screen. To do this, simply highlight the unit needing to be paged and click the Page button at the top of the window. Complete the form as necessary and send the page.*

SCHEDULED UNITS
Scheduled Units allow the users of Medical Dispatch to view the Units currently scheduled and what they are scheduled for.

SELECTED CALL INFO
Selected Call Info is the screen that displays the details of a call that is selected from the **CALLS** window. (This is the top right window of the “Home Screen”.)

Tools

UNIT SCHEDULER
The Unit Scheduler allows users to schedule units and crew. This is an administrator option only.

SEARCH
The Search window allows users of Medical Dispatch to search for a specific call. There are multiple fields to search from.

REPETITIVE TRANSPORT MANAGER
The repetitive Transport Manager enables users to “Push” repeat calls. The repeat call is first created via the New Call option. Users then search for that repeat call and “Push” the trips through the scheduling system. This automatically schedules the repeat trips. This is an administrator option only.

MD4 CONFIGURATION
MD4 Configuration allows managers to configure the program. This is where settings for Paging, StatusTRAK, Medical Necessity, License, etc are set. This is an administrator option only.

DATABASE ADMINISTRATOR

Database Administrator allows managers to add records to the database. Records could be Dr's Offices, Names, Hospitals, Units, Dialysis Centers, etc. This is an administrator option only.

USER MANAGER
User Manager enables managers to administrate user accounts of the Medical Dispatch system. This is a manager options only.

PAGER (optional)
Pager allows pagers to be added to the system and groups to be added and edited in the system as well. Pagers can either be assigned to an employee or a unit. Groups can be added to the system as well. This is an administrator option only.

REPORT DESIGNER
Report Designer allows users to easily create custom reports using the Fast Reports system. This is an administrator option only.

EXPORT (optional)
Export enables the system to export the trips so that they can be billed for. Managers are able to set up the system with certain billing software titles to automatically bill for calls as they are completed.

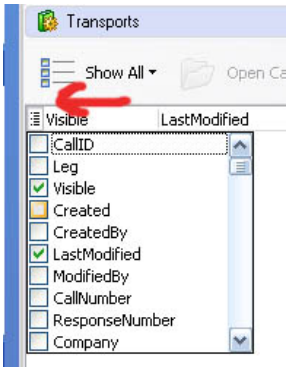
STATUSTRAK (optional)
StatusTRAK, when purchased with Medical Dispatch, enables dispatchers to track the location of the units in real time via purchased Global Positioning equipment.

WINDOWS

CALLS/TRANSPORTS WINDOW

This window is likely to be the most commonly used feature for dispatchers. For this reason, it is highly customizable.

Columns can be removed or added. Columns can also be stretched or squeezed.



To add a column, click the top left button in the menu bar. It will drop a list down that can be selected from. Many fields that are reported about a call can be shown via this method. Place a check mark in the box to the left of the field to show it as a column. Likewise, remove a checkmark to remove a field from view.

Note the if you click a column and drag it into the window area, you will see a black 'X' in it. If let go in this position, it will remove the column from the window entirely. See the screenshot

below.

To manipulate a column, click the right side of the column (where the mouse pointer changes) and drag it in or out as needed.

Columns are also able to be filtered. An example would be to show only calls being transported to ABC Hospital. Click the destination column and a list of destinations will appear. Select ABC Hospital. Now only calls going to ABC Hospital will be shown. NOTE: To view all calls, simply click the filtered menu (Destinations in this example) and click ALL.

The calls window can be adjusted to show calls ahead and back of the current system time. Simply RIGHT CLICK in any available white area and click FILTER. Set the number of hours ahead to see and the number of hours behind the current time. Click SAVE to apply the settings or click CANCEL to return to the main window without saving.

Tools

The only available options for non-administrator accounts under Tools is “Search, StatusTRAK (if purchased), and Export (if purchased).

Search allows users to define fields similar to the CALLS Window but with an expanded date range. The results are also able to be printed.

Administrator User options include Unit Scheduler, Repetitive Transport Manager, MD4 Configuration, Database Administrator, User Manager, Report Designer.

Database Administrator

Proper Database Maintenance: The Database Manager allows users to edit, enter, and delete numerous frequently used items. It is highly recommended to not delete any items from the databases. This helps keep data integrity. For Example, if you delete Insurance company XYZ and later add them back, it may affect your ability to run reports on patients with XYZ Insurance due to having two entries in the database at different times. Further, if XYZ insurance changes its name, it should be edited to its new name. This allows the report feature to run as expected. Note that editing any data here will not affect previously entered calls.

Tables

Call Priority – The Call Priority table holds the names and levels of priorities given to calls. Levels are relative, a higher level is a higher priority. Level zero will be seen as a call on hold. Level one is a regular priority. Two or greater is considered elevated.

Call Types – Call Types allow you to categorize calls. The ability to schedule a return trip may be enabled or disabled based on call type.

Companies – The Company table holds your list of companies.

FIPS Codes – FIPS Codes table holds minor geographic areas, and their corresponding FIPS code used in government information systems. The data in this table usually will be imported from an official data source rather than edited directly.

Insurance – The Insurance table holds the list of insurance payors.

Location Categories – The Location Category table holds the names of the categories you may place locations in for grouping and reporting purposes. In example, there are Dialysis Centers, Doctors Offices, Hospitals, etc.

Locations – The Location table is your dispatch center's address book. It contains the name and address of the facilities you frequent, saving having to reenter the information on each call. If selecting the location type 'Generic', it will not require pertinent fields such as the specific address.

Patients – The Patient table is the master list of patient records. Information will be copied from here when creating a new call.

Persons – The Person table holds your list of employees who staff vehicles.

Response Modes – Response Modes indicate how a unit responded to a call, or transported a patient.

Service Areas – The Service Area table holds descriptive names for geographic areas defined by you. Locations belong to a Service Area.

Service Levels – Service Level indicates the maximum level of service a vehicle may provide. An Example would be that a BLS unit cannot perform the duties of an ALS call. However, an ALS unit can perform the necessary functions of a BLS call.

Skill Levels – Skill Levels (or certifications) indicate which persons may fill roles on a unit.

Transport Codes – Transport Codes are predefined reason's for transport.

Vehicles – The vehicle table holds your list of transport vehicles.

MD4 Configuration

MD4 Configuration is a utility in which managers can edit some of the key features of Medical Dispatch 4. Other than editing license information, managers can enable trucks

to be dispatched on more than one call at a time, enable Medical Necessity and make it required or even optional, edit field names, Paging, and StatusTRAK.

License – This is where a company can edit their registration information. Note that this should never be edited without contacting Med Media Technical Support first.

Call Options

Quick Call – Quick Call defaults can be added here. (I.E. Call Type, Service Level, Referral Source, Destinations, Call Dates)

Required Fields – Managers may require certain fields to be filled out on taking a call in this field.

Field Labels – This is where the field labels (listed at the top of the Call Window) can be edited.

Recall – This field states up to what point during a call can a truck be recalled. Further, the option exists if you would like to auto-complete the call or not and at what point in the trip.

Call Numbers – Call number formatting can be edited here. Note that it can be configured to assign call numbers at different points in the progress of a call. Options include: At first keypress, When saving, When dispatched, When responding. Further, Call Numbers can be keyed by either the Call Date or Current Date. The formatting can be edited at the bottom of the form. Drop the Key Format box down to select from either YYYY, YY, YYMM, or YYMMDD. Edit the Digits field to provide the suffix portion of the Call Number. Digits can range from 3-9. Be aware when choosing the format so that the system has enough calls to assign for your company needs.

Medical Necessity – Medical Necessity can be enabled or disabled in this field. Further, if enabled, Medical Necessity can be either allowed or disallowed for editing. If "Make Questions Optional" is checked, any Medical Necessity field can be left blank for the call to be completed.

Call Grid – This sets the defaults for the call grid window, including what types of calls to show and the interval for the grid (default is 1 hour).

Notes of Significance – This option enables managers to allow popup alerts for patients and locations among other items. For example, it can be set to make an alert on any patient weighing over 600lbs by placing a maximum weight of 600 in the max. weight field. Similarly, locations can have alerts on them if they have special parking requirements or patients can have alerts saved on them if they have other special needs.

Repetitive Transports

Repetitive transports can enabled for all users. Typically, this is a manager only option by default.

Server Options –Transports can be scheduled in advanced by up to 1 year. Default is 60 days. To be able to "Push" the calls to the server via Repetitive Transport Manager, the option "Enable Server Side Scheduling" MUST be checked. The email address field is for a future purpose only.

Paging
Reg. Key is a field that should only be editing after contacting Med Media Technical Support. If an email address is entered in the Return Address field, any pages that are undeliverable will be returned to this address. This helps in awareness if your paging service is having technical problems.

Mapping
Reg. Key is a field that should only be editing after contacting Med Media Technical Support. Under StatusTRAK, enter your iTrak login information. Polling Interval should not be set to less than 30 seconds. iTrak requires their written approval for polling intervals to be less than 30 seconds.

Search

The search feature is a powerful tool similar to that of a report. Columns are able to be removed or selected in the same manner as the Call Window. If the far left button in the Column Title bar, the columns can be selected or deselected. Columns can also be filtered upon by clicking the title of the column.

To Run a Search
Select a start date and end date and click refresh. The results will appear below. You can click the chart tab to graph your results in various chart types. Click the chart tab and then click the chart type in the far right of the window. By default this is Column Diagram. Select from the list of other chart types for the display.

After getting the results desired, users can view the print preview by selecting Preview Results. If desired to print the results immediately, simply click Print Results.

Unit Scheduler

Unit scheduler is where units are scheduled. When scheduling a unit, enter the times that the unit should be scheduled. In the next window, select the Unit to be scheduled. Select the Service Level. Note that the Service Level selection alters which level of Providers need to be scheduled for the unit. These requirements can be edited in the Database Manager>Service Levels.

NOTE: If an asterisk (*) is next to the Unit or Person, they are already scheduled at some point throughout this new shift. Please adjust accordingly.

To cancel a unit, simply highlight the unit to be cancelled and click Cancel Unit.

Note the calendar in the top right of the Unit Scheduler window. If the date is in **BOLD**, there is at least one unit scheduled for that date.

Repetitive Transport Manager

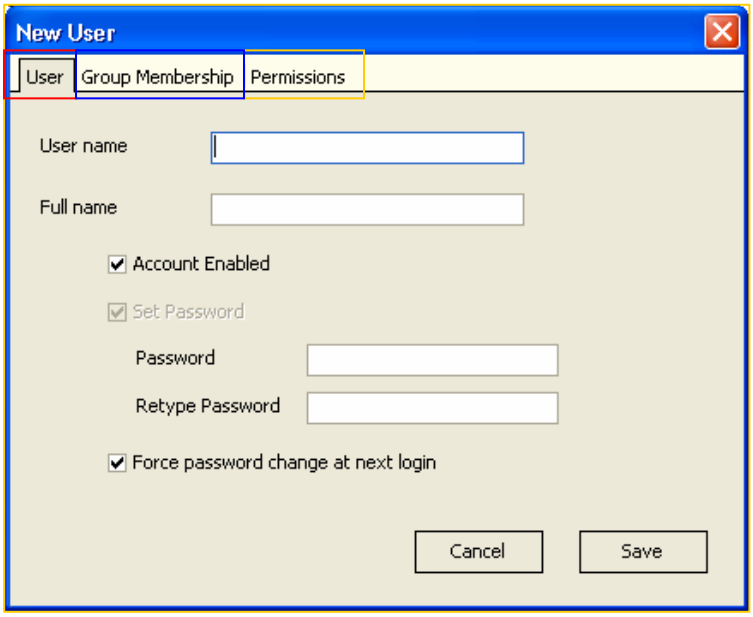
After a call is entered using the repeat function, it needs to be pushed through using the Repetitive Transport Manager. Pushing the call is the same as scheduling all of the future calls. If the call is in as a repeat call, it will display here. To schedule the calls, select the call. Select the date that the calls should be scheduled through. Click Push to have the system automatically schedule every call from now through the date selected.

Likewise, if a person no longer needs transports due to change in situation (death, no longer a customer, etc), simply edit the repeat calls. Remove the check marks for the days that the person is scheduled (i.e. Monday, Wednesday, Friday) and Push it through. The system will then unschedule the remaining trips.

User Manager

Select *User Manager* from *Tools* menu.

Select *New* to create new user; select *Edit* to edit user names and permissions. When *User* window appears create/edit user in the *User* tab. Select user group in *Group Membership* tab.



To grant administrator rights to the user select *Grant Administrator level access to this user* in *Permissions* tab. Click *Save* to save your settings or click *Cancel* to exit without saving.

Administrator rights will allow user to make any changes to database and configurations of MD4.

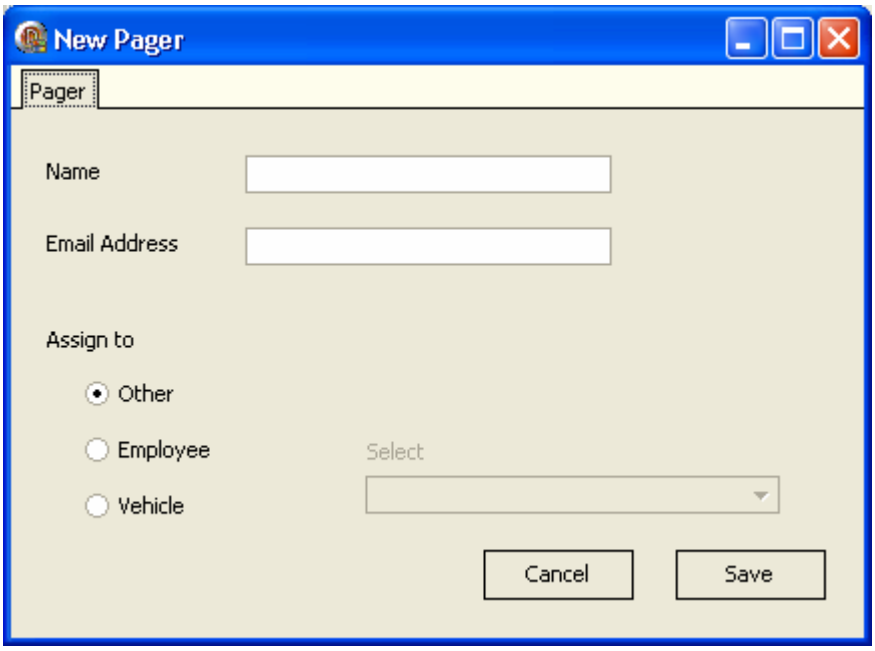
To create/edit group select *New* to create new group; select *Edit* to edit group names and permissions. When *Group* window appears (almost same as *User* window) create/edit group in the *User* tab. Select members of the group in the *Group Membership* tab. To grant administrator rights to the users of the group select *Grant Administrator level access to this group* in *Permissions* tab. Click *Save* to save your settings or click *Cancel* to exit without saving.

Paging

Setting up paging is extremely simple. First, login as an administrator to Medical Dispatch. Choose Paging from the left menu. Note that this option only shows up if you have purchased the paging module from Med Media.

Adding a Pager

To add a Pager, click New Pager. Enter a Name for the pager in the Name field. Generally, this is the employee name or the rig that the pager is assigned to.



Next, enter the email address of the pager. Typically this is in the format of XXXXXXXXXX@YYYYY.MMM where the X's represent the 10 digit pager number, Y's represent the domain of the paging company (att, vtext, etc.) and the M's represent either COM or NET. An example pager email address would be 7175558200@vtext.net. If you are unsure as to what your email address would be for the pager, please contact your Pager Service Provider. Med Media Technical Support will not know what your correct Pager Email Address is.

Choose what you want the pager assigned to. Choices are Other, Employee, or Vehicle. When choosing Employee, Select Employee and then click the drop down menu for an employee list to select from. If choosing a Vehicle, click the Vehicle radio button and then click the drop down menu to select the Vehicle. Finally, click Save to save the pager or Cancel to cancel the addition and return.

Editing a Pager

To edit a pager, select it from the list and then click Edit Pager. Make changes as needed and click Save to save the pager changes or click Cancel to cancel the changes and return to the Pager Window.

Pager Groups

To add, edit, or delete pager groups, first click the Pager Groups tab. To add a group, click New Group. To edit a group, select the group from the window first, and then click Edit Group from the left side menu.

Adding groups and editing them are similar and simple. When adding a group, first, give the group a name. Click the Group Members tab and place a check mark in the boxes next to the pagers for the pagers you want added to this group. Similarly, when editing a group, to remove members, remove the check next to the members you want removed by clicking the check box.

Save any changes by clicking Save or cancel changes by clicking Cancel.

To delete a group, select the group from the list and click Delete Group.

Export

The export feature, when purchased from Med Media, enables the system to export trip data for billing. Exports can be done manually, or with the proper setup, can be done automatically when calls are completed.

For manual exports, simply click the Export button from the left Tools menu. Set the first date and the last date. Select the type of output file next. Options for this include Native CSV, Sweet Billing, and AIM Billing. The file will be created and saved to the file path specified when you click Start. To cancel, click Cancel.

To change the output path:
-Click File>Configure Path for Current File.
-Make the change and click OK or cancel.

Setting up Data Exchange

Data Exchange is the automated export system for billing in Medical Dispatch. To set this option, click File>Configure Data Exchange.

Place a check in the checkbox that says Data Exchange Enabled. In the Data Path field, either browse to the data path or type in the path manually that you wish to have the export go to.

Note for AIM Billing with the import module, this path should be the AIM WinData Path\Import

Select the file type next. Click OK to save changes or Cancel to cancel.

StatusTRAK

StatusTRAK is the add-on module to Medical Dispatch that when purchased with a qualifying service provided by iTrak, provides live GPS assisted tracking of the vehicles.

Reports

Creating reports in Medical Dispatch 4 now features a report wizard option.
Follow the following steps to start a report:

-Click Report Designer from the left side Tools menu
-Click File>New>Standard Report Wizard
-Select the dataset if populated, otherwise, click New Table
-Under Choose Connection Type, select ADO Table.
-For Choose the Table Name, select dbo.mdCall.
-Click OK
-Click Next
-Select and add the fields desired.
-Arrange the field if desired by selecting the field in the right column and click the up/down arrows as desired.
-Click Next
-Click Next through the final few tabs by choosing the options desired
-Click Finish

You can save your report by clicking File>Save As. Be sure to save the report in the Custom folder so that it can be easily brought up via Medical Dispatch.

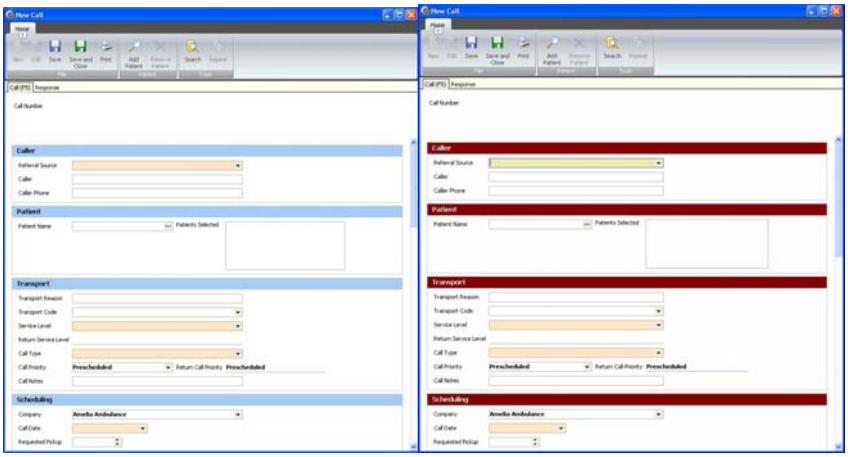
To preview your report, click File>Preview.

Some reports called Canned Reports have already been generated for you. These reports are accessible from the Reports menu in the main Medical Dispatch window.

Creating a New Call

First, for a regular New Call, select New Call or hit F2 on your keyboard. For an Emergency New Call, click Quick Call or hit CTRL-F2 on your keyboard.

This will open up a new window. Please notice the differences between the call windows.

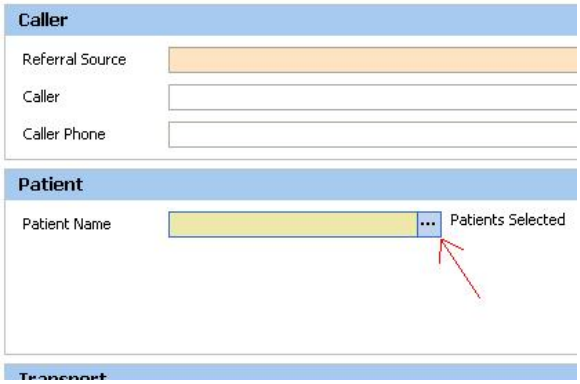


New Call Window New Quick Call Window

The regular call window has blue subject bars. The Quick call has red subject bars in it.

The current selected or focused field shades in a yellow color, helping users to quickly identify where they are in the call.

To select a patient that already exists, click the Patient Button as shown here:

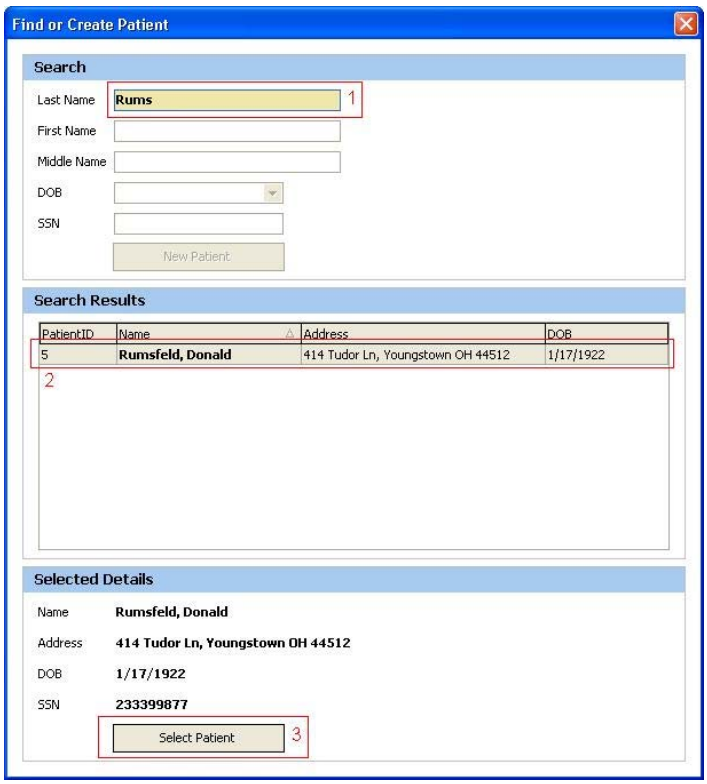


"…"

Next, Type in the search criteria, in this example we used the first few letters of the last name. (See Red Box 1)

Next, select the appropriate person (See Red Box 2)

Finally, Click "Select Patient" from the bottom of the screen. (See Red Box 3).

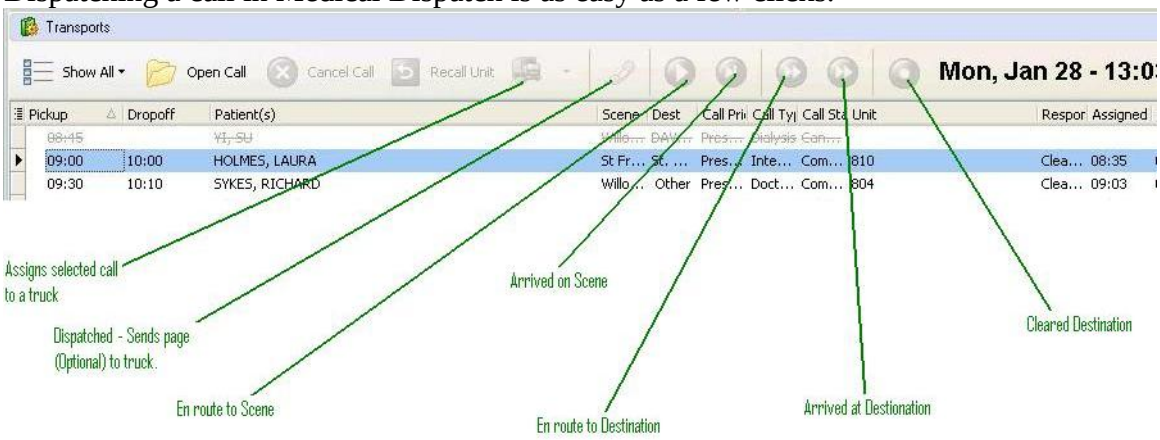


Regardless of which type of new call the user selects, they have required fields that they must fill in prior to saving the call. The required fields are shaded in red. Please note that the required fields may change depending on the users selections while entering a new call.

Once the call is saved, it gets queued up for the day it is entered for. Dispatchers will then be able to see it in their Call window for the day of the transfer.

How to Dispatch a Call

Dispatching a call in Medical Dispatch is as easy as a few clicks.



In the Transports window, Select the call that needs dispatched, Assign it to a unit by clicking the Assign button.

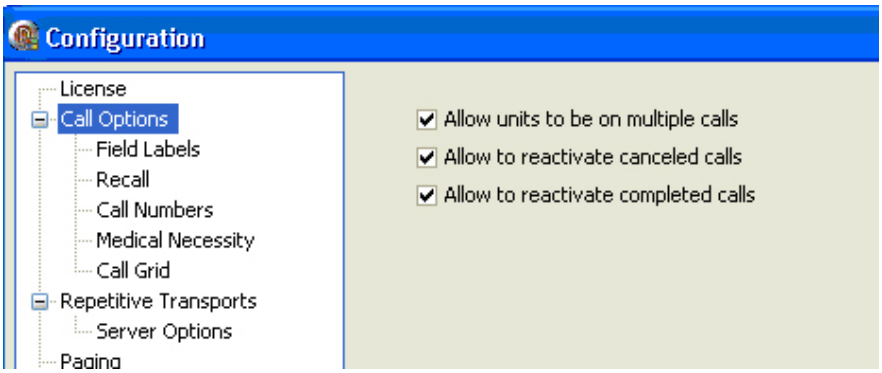
Going down the line, if you click the Dispatched button, it will send a page at to the crew (with the optional paging module).

The next buttons you have are the En route to Scene, Arrived at Scene, En Route to Destination, and Arrived at Destination. By simply clicking on the button, it will input the current system time in for the call.

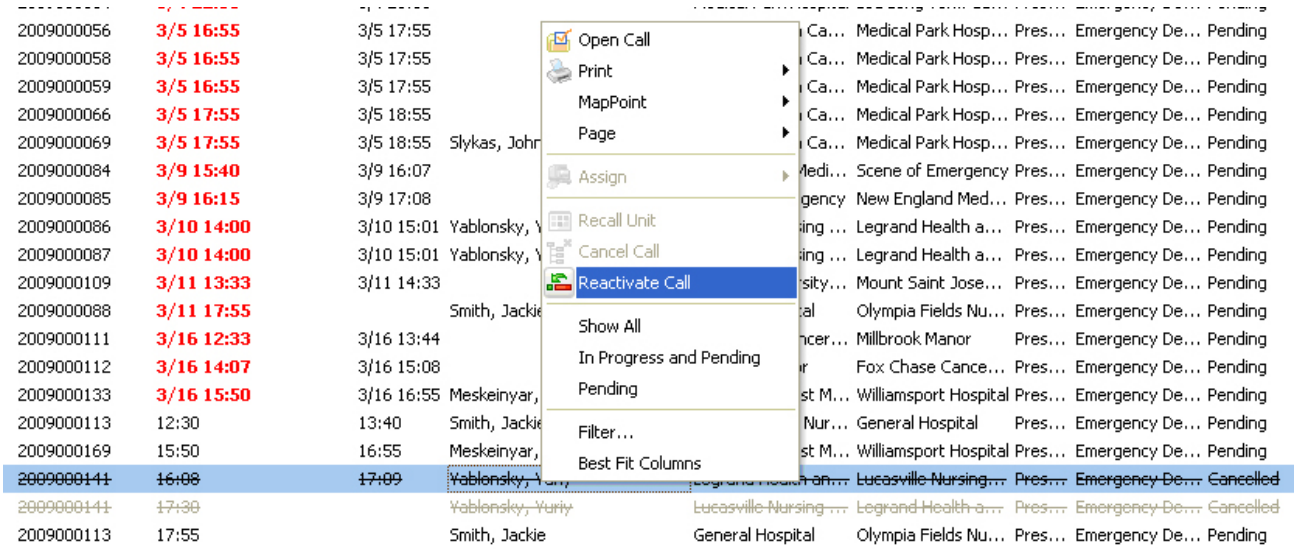
Finally, it is important that the call be cleared by clicking the Cleared Destination button. This releases the crew so that they will be able to be assigned another call. The call will then also disappear from the Transports window.

How to Reactivate a Call

Canceled or Completed calls can be reactivated in “search”, “transports”, or "preview" modules. Since “preview” module is available to administrator access only, Canceled or Completed calls can be reactivated at any time from “preview” module.
To reactivate calls from “search” and “transports” modules, "Allow to reactivate canceled calls" and "Allow to reactivate completed calls" in “MD4 Configurations” have to be checked.
To do this:
-Click MD4 Configuration on the sidebar menu (only available to Administrators).
-Click “Call Options”
-Make appropriate selections and Save the options prior to closing.



From a dispatchers screen:
To reactivate Canceled or Completed calls:
-First locate the call needing to be reopened.
-Right click on the record, select and click on “Reactivate Call”. If “Reactivate Call” is grayed out, then either selected call is neither Completed nor Canceled, or “Reactivate Call” is not set to be allowed in “MD4 Configurations”.


Open Call
Print
MapPoint
Page
Assign
Recall Unit
Cancel Call
Reactivate Call
Show All
In Progress and Pending
Pending
Filter...
Best Fit Columns
2009000056 3/5 16:55 3/5 17:55 Medical Park Hosp... Pres... Emergency De... Pending
2009000058 3/5 16:55 3/5 17:55 Medical Park Hosp... Pres... Emergency De... Pending
2009000059 3/5 16:55 3/5 17:55 Medical Park Hosp... Pres... Emergency De... Pending
2009000066 3/5 17:55 3/5 18:55 Medical Park Hosp... Pres... Emergency De... Pending
2009000069 3/5 17:55 3/5 18:55 Slykas, John Medical Park Hosp... Pres... Emergency De... Pending
2009000084 3/9 15:40 3/9 16:07 Scene of Emergency Pres... Emergency De... Pending
2009000085 3/9 16:15 3/9 17:08 New England Med... Pres... Emergency De... Pending
2009000086 3/10 14:00 3/10 15:01 Yablonsky, Legrand Health a... Pres... Emergency De... Pending
2009000087 3/10 14:00 3/10 15:01 Yablonsky, Legrand Health a... Pres... Emergency De... Pending
2009000109 3/11 13:33 3/11 14:33 Mount Saint Jose... Pres... Emergency De... Pending
2009000088 3/11 17:55 Smith, Jackie Olympia Fields Nu... Pres... Emergency De... Pending
2009000111 3/16 12:33 3/16 13:44 Millbrook Manor Pres... Emergency De... Pending
2009000112 3/16 14:07 3/16 15:08 Fox Chase Cance... Pres... Emergency De... Pending
2009000133 3/16 15:50 3/16 16:55 Meskeinyar, Williamsport Hospital Pres... Emergency De... Pending
2009000113 12:30 13:40 Smith, Jackie General Hospital Pres... Emergency De... Pending
2009000169 15:50 16:55 Meskeinyar, Williamsport Hospital Pres... Emergency De... Pending
2009000141 16:08 17:09 Yablonsky, Lucasville Nursing... Pres... Emergency De... Cancelled
2009000141 17:30 Yablonsky, Yuriy Legrand Health a... Pres... Emergency De... Cancelled
2009000113 17:55 Smith, Jackie General Hospital Olympia Fields Nu... Pres... Emergency De... Pending

When “Reactivate Call” is selected, a “Confirmation form” will appear that will ask for the name of the person reactivating the call and the reason for call reactivation. After fields in “Confirmation form” are filled out, click “OK” to reactive the call.

Please note that: Completed call can be reactivated only if the unit that was on the call when call was completed is available (not dispatched to any other call) and the unit is still active (same shift). After the call is reactivated, status of the call will be set to the last status before call was completed.
Canceled calls can be reactivated at any time, but if the call was in progress when it was canceled, all information will stay in call logs but call’s status will be set to pending.

Contacting Med Media Technical Support

Support Hours (Mon-Fri):

Core/Engineering: 9:00AM-5:00PM EST
Extended Live Support: 8:00AM-12:00AM (Mid.) EST
Emergency Support Available 24/7

Phone

717-657-8200, Option 1

Email

techsupport@med-media.com

Online

http://www.med-media.com/support/index.shtml then click Online Chat Support

Mailing Address

Med Media, Inc.
6301 Grayson Road - MS 113
Harrisburg, PA 17111

Office Location

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Notices. Any notice given under this Agreement shall be given to the following:
Med-Media, Inc.
6301 Grayson Road
MS 113
Harrisburg, PA 17111
Attn: Customer Service

General.
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